A

GUIDE TO

HIV / AIDS SERVICES

IN ENFIELD AND HARINGEY

Summer 1996

ENFIELD AND HARINGEY HEALTH AUTHORITY
&
LONDON BOROUGHS OF ENFIELD & HARINGEY

ENFIELD
WORKING FOR PEOPLE
SOCIAL SERVICES

Enfield & Haringey
HEALTH AUTHORITY
Where health matters

HIV/AIDS

HARINGEY COUNCIL

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INTRODUCTION

Welcome to the second edition of the HIV/AIDS Services Guide which we hope you will find useful. There have been many changes within the last few months within both health service and local authority services (see below) which underline the need for a widely available, regularly updated, guide to our services. Additionally, HIV/AIDS services within Enfield and Haringey continue to be further enhanced and developed at a rapid rate so it is important to keep you up to date on new services so that you can make use of them. For these reasons it is planned to re-issue this guide on a regular basis.

The Enfield and Haringey Health Authority was created in April 1996 by the merger of the New River Health Authority and the Family Health Service Authority. The Health Authority oversees the local health services provided in Enfield and Haringey and has a key financial, planning, monitoring and consultative role. In the field of HIV/AIDS the authority also plays a major role in the co-ordination, development and publicising of local services, alongside the two local authorities.

Health services are in the main provided by the four locally based NHS Trusts - Haringey Health Care Trust ; Enfield Community Care NHS Trust; North Middlesex Hospital Trust and Chase Farm Hospital Trust - though some services are provided through contracts with other trusts based outside the area e.g. Whittington Hospital.

A variety of social and support services are provided by the two local authorities - the London Boroughs of Enfield and Haringey - and Social Services play the leading role in the provision of care in the community.

Locally based and London-wide Independent Sector service providers continue to play an important role in the provision of care and support to people affected by HIV/AIDS and so you will also find their services listed in this guide.

Inevitably names and addresses change over time, please inform the Health Priorities Team at the Health Authority if you find any inaccuracies in this guide so that we can improve future editions. Further copies are available from local service providers.

A regular newsletter is also produced by the Team, in conjunction with Enfield Council, Haringey Council and local health service trusts. "Enfield and Haringey HIV News" is available free from service providers or direct from the Health Authority.

Pete Sutton — Lead Officer Disabilities/HIV
Enfield and Haringey Health Authority

Eni Bankole-Race — HIV Co-ordinator Social Services
London Borough of Enfield

Tricia Johnson — HIV Team Manager
London Borough of Haringey

July 1996

SERVICE USER ADVOCACY, INFORMATION AND SUPPORT

ENFIELD :

Stephanie Jones
HIV Project Worker
c/o Enfield Disablement Association
Edmonton Portacabin
Knights Lane
Edmonton N9 0PD
Tel : 0181 345 5874

HARINGEY :

Robert Connor
HIV Service User Advocate
c/o The FACTS Centre
23-25 Weston Park
Crouch End
London N8 9SY
Tel : 0181 348 9195

CHASE FARM HOSPITAL TRUST

Chase Farm Hospital Trust does not operate a specific HIV/AIDS unit. However, the Trust does admit patients diagnosed as having HIV or AIDS. Treatment is offered and care is provided by the medical and nursing staff. Additional specialist support is provided by the Consultant Microbiologist and the Infection Control Sister. All staff have access to relevant HIV/AIDS training and regular updates. Such training is provided internally and in liaison with the Health Promotion Department. Specialist HIV/AIDS testing is carried out within the Pathology Department. The first contact within the Trust for matters relating to HIV/AIDS should be

Infection Control Nurse Diane De Naeyer 0181 366 6600 ext 5465

Consultant Microbiologist Dr V Mummery on 0181 366 6600 ext 5464

ENFIELD AND HARINGEY HEALTH AUTHORITY

HEALTH PRIORITIES TEAM - HIV/AIDS SERVICES CO-ORDINATION

If you experience any problems in getting the health services described in this guide, want further information or have any comments or complaints, these can either be made direct to the service provider or to the Health Authority via it's HIV/AIDS Services Co-ordination Team. Service users are invited to participate in a variety of groups involved in planning local HIV/AIDS services - details available from the Team. **Pete Sutton, Lead Officer Disabilities and HIV Services, Alexander Place, Lower Park Rd, New Southgate, London N11 1ST, Tel : 0181 362 8914 (direct line)**

HEALTH PROMOTION /HIV PREVENTION

Provision of advice, information and resources to encourage the prevention of infections with HIV across Enfield and Haringey. Training sessions and educational events organised for community groups, young people and key workers, etc. **Robert Lee, Enfield and Haringey Health Promotion, 85 Tanners End Lane, London, N18 1SB. Tel: 0181 803 1444. Fax: 0181 887 0037**

GENERAL PRACTITIONERS (GPs) & FAMILY HEALTH SERVICES

There are many advantages from being registered with a local GP - though many people have not informed their GP of their HIV status. The FACTS Centre - through it's shared care initiative - can facilitate shared care with your GP or assist you in registering with a local GP. **Contact Dr. Kitty Smith, at FACTS for further information. FACTS, 23-25 Weston Park, Crouch End, London N8 9SY. Tel : 0181 348 9195**

The Health Authority holds contracts with doctors, dentists, pharmacists and opticians who provide local NHS family health practitioner services. For information, advice problems or queries about these services, **contact the Information, Advice and Complaints Team between 9am - 5pm Monday to Thursday and between 9am - 4.45pm Fridays on Tel: 0181 440 9384 or write to Holbrook House, Cockfosters Road, Barnet, EN4 0DR.**

ENFIELD COMMUNITY CARE TRUST

COMMUNITY NURSING

Specialist advice on nursing care for people with HIV/AIDS and co-ordination of home nursing. Support for all caring for people with HIV/AIDS and educational input to all who request it. **Siobhan Gregory, Clinical Nurse Specialist (HIV/AIDS), based at Central Clinic, Plevna Road, Edmonton N9 0BU. Tel: 0181 803 0653**

DIETETICS

Specialist advice on diet and nutritional support is available to people with HIV infection in both the Enfield and Haringey areas. The service can be used at a variety of locations e.g. North Middlesex Hospital, The House - Client Care Centre, FACTS Centre, Winkfield Road Drop-In or at St Ann's Hospital. Home visits can also be made if more convenient. **Sue Barton & Sandra Gardner - Specialist Dieticians, H Block, St Ann's Hospital, St Ann's Road, London, N15 3TH Tel: 0181 442 6476**

THE HOUSE - ENFIELD'S HIV CENTRE

The House provides a wide range of services to people affected by HIV/AIDS, their partners, carers, families and friends.
HIV Testing: Same day testing and support for people considering a test. **Counselling**: On-going, crisis and bereavement counselling. **Specialist HIV Services:** Clinical Nurse specialist, Dietitian, Physiotherapist, CAB worker, Service User Liaison worker. **Support Groups**: Men's, African Womens', Carers Groups meet monthly in the evenings.

Volunteer Services: Buddying, Sunday Lunches, a range of complementary therapies, Home Help, Small Grants Fund, Speakers' Bureau. For more information or to book an appointment please contact:
The House - 17 Chase Side Crescent, Enfield EN2 0JA,
Tel : 0181 363 2141. Helpline : 0181 363 6660

ENFIELD COMMUNITY DRUGS AND ALCOHOL SERVICES

Enfield Community Drugs and Alcohol Services (ECDAS), (formerly Enfield Community Substance Misuse Services), is funded by both the Local Authority and Enfield and Haringey Health Authority, and jointly managed by Enfield Community Care NHS Trust and Enfield Social Services. Since February 1995 and with the induction of the then new Manager, there have been some structural changes which have led to a more dynamic and integrated service for residents in Enfield. This includes the integration of the Outreach Service to form part of the Enfield Community Drugs Service.

During this period a number of new services have "come on line" including Primary Health Liaison Workers, a Home Support programme for drug users, a Primary Care satellite within the community, expansion of the Community Pharmacy Needle Exchange Scheme and provision of complementary therapies for people with drug and alcohol problems. These have all been funded by the Health Authority.

Advice and information on services and co-ordination of Community services for people affected by HIV/AIDS. **Danny Ryan - HIV/Drugs Outreach Worker, Tel : 0181 805 6469 Fax : 0181 443 2460**

HIV DENTAL SERVICE

A specialist dental service for people living with HIV/AIDS. - **Out Patients, St Ann's Hospital, H Block (Ground Floor), Surgery hours: Wednesday & Friday 9.00 am - 3.30pm. Tel: 0181 442 6000 ext. 4462 (in surgery hours) 0181 887 2203 (out of surgery hours).**

CATHERINE GIZZA.

HARINGEY HEALTH CARE TRUST

CLINICAL PSYCHOLOGY

The clinical psychology service based at St Ann's Hospital provides psychological assessment and therapy for people affected by HIV/AIDS, advice on sexual health problems and support for carers. In addition the service also provides staff support, supervision and consultancy around the management of cases. Discussions on referrals is welcomed. Referral guidelines and further information are obtainable from: **Jim Foyle or Liz Shaw at St Ann's Hospital, St Ann's Rd, London N15 Tel. 0181 442 6458.**

COMMUNITY NURSING

Specialist advice on nursing care for people with HIV/AIDS and provision of home nursing, night-nursing and hospital visiting. (Contact Gerry Abbott for information about provision of nursing equipment for home nursing).

Gerry Abbott, Clinical Nurse Specialist for HIV/AIDS, Crouch End Health Centre, 45 Middle Lane, London N8 8PH Tel : 0181 341 2045

COMMUNITY PHARMACY

Information on all aspects of conventional medication, such as reactions and side effects of drugs. Advice on homeopathy. Information on safe sex/AIDS Prevention.

Liaison with patients being discharged from hospital to the community, to ensure there are no problems with the supply of medication.

Lorna Cady, AIDS and Community Services Pharmacist, St Ann's Hospital, London, N15 3TH. Tel: 081 442 6394.

COUNSELLING & TESTING

Information and counselling for anyone living or working in Haringey who is worried about HIV/AIDS or is considering a test for HIV. The option for same day results are available. On-going counselling is offered to partners, family members and carers of people with HIV. This service also offers information, counselling and testing for people with Hepatitis B. Phone for an appointment: **Brian Cleverley & Yasmyn Kirlew, Block H, 1st Floor, St Ann's Hospital, St Ann's Road, London, N15 3TH. Tel: 0181 442 6464 or 0181 801 1490.**

DIETETICS - See Enfield Community Care Trust

DRUGS ADVICE SERVICES

DASH the Drug Advisory Service Haringey offers a range of services to drug users, including those with HIV/AIDS. It provides services from two locations, **80 Stroud Green Road, London, N4 and St Ann's Hospital, St Ann's Road, London, N15 3TH.**

At the Stroud Green Road site the services offered include: Needle exchange, Drop-in, Advice and Information, Shiatsu Massage, Acupuncture, Welfare Benefit Sessions, Legal Sessions, Telephone Advice and Outreach Services. **The opening times for telephone advice and information are Mon-Fri 9.30am to 4.30pm. Drop in times are: Mon, Tue, Thurs from 2.00pm to 4.30pm and Weds 4.00pm to 7.30pm. For more information ring: 0171 272 2757.**
Free confidential needle exchange facilities are also available at eight local chemists. Contact DASH for details at the St Ann's Hospital site. At this location DASH offers prescribing services for opiate users. **As this is an appointment only service please ring 0181 442 6498 between 9.00am to 5.00pm Mon - Fri for further information.**

HIV DENTAL SERVICE - See Enfield Community Care Trust

SEXUAL HEALTH (GUM) CLINIC

Offering comprehensive and confidential advice, information and treatment for all sexual health matters. Provide HIV testing and counselling relating to any issue and treatment and care for people with HIV. New patients should attend before 11am. Afternoon clinic is by appointment only. **St Ann's Sexual Health Centre, (GU Medicine), St Ann's Hospital, London N15 3TH. Tel: 0181 442 6536.**
Dr Nagaswaran, Consultant - 0181 442 6536. Jan Adams - Health Advisor - 0181 442 6506, Adrian Large, Health Advisor - 0181 442 6535

CLINIC TIMES			
Monday	9:00	11:30	Drop In - Mixed
Monday	1:30	6:30	Mixed
Tuesday	9:00	11:30	Drop In - Mixed
Tuesday	1:30	4:30	Female Only
Wednesday	9:00	11:30	Drop In - Mixed
Wednesday	1:30	4:30	Mixed
Thursday	9:00	11:30	Drop In - Mixed
Thursday	1:30	6:30	Mixed
Friday	9:00	11:30	Drop In - Female
Friday	1:30	4:30	Men Only

NORTH MIDDLESEX HOSPITAL TRUST

HIV IN-PATIENT UNIT

In-patient care is provided on a dedicated unit specially designed for people with HIV and AIDS. The unit is staffed to the level to meet the special needs of people with AIDS. The medical consultants for the unit are Dr Pringle and Dr Ainsworth. For further information contact **Amanda Hesman, HIV Services Manager at T1/Coleridge Ward, North Middlesex Hospital, Sterling Way, London, N18 8QX.**
Tel: 0181 887 4236

HIV OUT PATIENT CLINICS

Regular clinics are held for people with HIV/AIDS at the North Middlesex Hospital, the consultant for the clinics is Dr Pringle. Clinic venue and times: **T1/Coleridge Ward, North Middlesex Hospital Wednesday and Thursday 2.00pm to 4.00pm** - appointments are not necessary. Patients are also seen on a drop in basis on other days and times but it is advisable to phone if possible to avoid delay in being seen. Bookings can be made by calling **Rafina Ali on 0181 887 4236**

HOSPITAL SOCIAL WORK

A Social Worker is attached to T1/Coleridge Ward to assist patients while they are in hospital and to help them in returning to the community. For further information please call **Mary Larner Tel : 0181 887 4287 or ask for Social Work Department on Tel : 0181 887 2000.**

INFECTION CONTROL TEAM

Advice on any aspect of infection control. Training also provided. For further information please call: **Dr Y J Drabu, Consultant Microbiologist. Tel: 0181 887 2892. Dr S Mehtar, Consultant Microbiologist, Tel: 0181 887 2893/ Selma Medhi, Infection Control Nurse, Tel 0181 887 4210. Gemma Quinn, Infection Control Nurse, Tel: 0181 887 2383.**

PHYSIOTHERAPY

A specialist physiotherapy service for people living with HIV/AIDS available in various settings. Consultations available at the North Middlesex Hospital, the FACTS Centre, 'The House' - Client Care Centre and in the community. **Jennifer Hultman, Physiotherapist HIV/AIDS, Physiotherapy Department, North Middlesex Hospital. Tel: 0181 887 2412**

HOSPICE CARE

The Health Authority has contracts with the following providers of hospice, continuing and respite care: The Mildmay Mission Hospital, The London Lighthouse and The North London Hospice. Admission to any other hospice requires the specific agreement of the Enfield and Haringey Health Authority and would normally require a comprehensive care assessment to be carried out.

LOCAL AUTHORITY SERVICES

LONDON BOROUGH OF ENFIELD

EDUCATION SERVICES

Enfield Education Authority, through it's Advice and Development Service, supports the Health Authority work on HIV and sexual health, and has policy guidelines for all educational establishments. Training courses are offered to teachers and Governors through the regular INSET programme and schools are offered help and support for curriculum development. If you require further information about this work please contact the **Curriculum Adviser Health Education, Sandra Bourne**
Tel : 0181 364 4013

SOCIAL SERVICES DEPARTMENT

Advice and information on services and co-ordination of local authority community services for people affected by HIV/AIDS.

Eni Bankole-Race, HIV Co-ordinator / HIV Co-ordinator and Lead Officer HIV/AIDS
2A Forest Road, Edmonton, London N9 8RX, Tel : 0181 805 6469
Jim Kelly (Edmonton Area Team) - HIV Link Social Worker
36-44 South Mall, Edmonton, London N9. Tel : 0181 807 3000

LOCAL AUTHORITY SERVICES

LONDON BOROUGH OF HARINGEY

SERVICES CO-ORDINATION AND PLANNING

Housing and Social Services Central Office
Ros Greenwood - Commissioning Manager. Tricia Johnson - Team Manager. Tel : 0181 849 5970. Address: 40 Cumberland Road, Wood Green, London N22

Borough Co-ordination

Responsible for AIDs Co-ordination across the council which includes policy development, planning, training, HIV prevention through corporate mechanisms e.g. Corporate Health, Healthy Alliance funding and Health of the Nation.

Frank Booth

Manager
Occupational Health and Safety Group
Tottenham Town Hall, N15 4RX
Tel : 0181 801 2753

Joan Badcock
Beverly Cook
Anola Eddo

Health Promotion Advisers
Tottenham Town Hall, N15 4RX
Tel: 0181 365 1757

Mon –
Weds –
Fri –
Dolphie Care – 40 Cumberland Rd
0181 889 5970. Wood Green N22

ASSESSMENT & CARE PLANNING SERVICES

There are four specialist Assessment and Care Managers (former Social Workers) - Working with adults and children and families.

Phil Davies, Jill Garner, Denise Goodwin and Samantha Thomas, 40 Cumberland Road, Wood Green, N22 4SG. Tel: 0181 849 5970 (minicom available) Fax: 0181 849 5977

Duty Service

A duty service is offered by Care Managers on a Rota Basis:
Mon , Weds and Friday 09.30 - 12.00 pm. Tel : 0181 849 5970

Drop In Services

The drop in facilities provide a range of support services for people who are affected by HIV/AIDS, including housing and social work advice. For information contact :- **Maria Wynne - Drop In Co-ordinator. Central Office, 40 Cumberland Road, Wood Green , London N22**
Tel : 0181 849 5970 (Mon, Tues, Thurs am.)
(Fridays only 11.00 am. - 4.00pm.) Direct line: 0181 889 1741

HOUSING SERVICES

Provides a range of housing advice and support services for people with HIV/AIDS. It also offers an outreach service **on Fridays from 1.30 - 3.30pm at Winkfield Road Drop In. Mike Athienites - Housing Care Worker, 40 Cumberland Road, Wood Green, London. N22 4SG.**
Tel: 0181 862 3851
Housing Assessments and Nominations, Apex House, 820 Seven Sisters Road, Tottenham, N15. Tel: 0181 809 6000

OCCUPATIONAL THERAPY

A specialist Occupational Therapy Service for people with HIV/AIDS providing assessment, advice and provision of equipment and adaptations to clients' homes. For more information contact: **Kerry Rushton - Specialist Occupational Therapist. Grosvenor House, 27 The Broadway, Crouch End, N8 and at Winkfield Road Drop In on Fridays between 11am. and 4pm. Tel: 0181 975 9700 Ext 1607**

WELFARE RIGHTS ADVICE SERVICES

Information on Welfare Rights, Legal and Immigration Matters

Christine Arthur, Wed 2.00 - 4.30pm, Fri 10.00 - 12.30pm at the FACTS Centre. Tel : 0181 348 9195
Tues & Thurs 2.00 - 4.30 pm, DASH, 80 Stroud Green Road
Tel : 0171 272 4794
Amin Elemo : Friday 11 am - 4.00 pm, Winkfield Drop In, Winkfield Resource Centre, Winkfield Road, London N22.
Tel : 0181 889 1741

For advice and information at other times:

Hornsey	**: Tel 0181 528 0250**
Tottenham	**: Tel 0181 808 6555**
Broadwater Farm Neighbourhood	**: Tel 0181 801 7327**
Law Centre	**: Tel 0181 802 0911**

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EDUCATION SERVICES

Provides advice, support, consultancy on all aspects of HIV/AIDS. Curriculum and Health Education programmes - Health Education Advisor, Education Service, **Professional Development Centre, Downhills Park Road, London N17. Tel : 0181 829 5000**

ENVIRONMENTAL HEALTH

Provides advice, and support on Infection Control and Public Safety Procedures. Also organises the collection of infected waste. **Environmental Health Service, 639 High Road, London N17. Tel : 0181 808 1066**

OCCUPATIONAL HEALTH SERVICES

Provides advice, support, counselling on all aspects of employees' welfare/medical problems. **Jennifer Richardson, Occupational Health Nurse Advisor. Tel : 0181 808 6102, Barry Williams + Ursula Brown, Welfare Policy Advisors. Tel :0181 808 6027**

TRAINING SERVICES

Housing and Social Services

Veronica Harris, Training Manager Tel : 0181 975 9700 Ext 5963
Tim Kelly HIV/AIDS Training Officer Address : 40 Cumberland Road, Wood Green, N22 4SG. Tel : 0181 975 9700 Ext 3609

INDEPENDENT/VOLUNTARY SECTOR

ACET (AIDS CARE EDUCATION AND TRAINING)

Provides home support to people living with AIDS. The services offered include comprehensive home care service using trained volunteers for practical needs such as : shopping, housework, transport, company and nightsitting, etc. Professional back-up team of five nurses who provided full nursing assessment, clinical and symptom control advice, liaison and support plus 24 hour on-call service on emergency homelink also available.

PO Box 3693, 27a Carlton Drive, London SW15 2BQ.
Tel : 0181 780 0400

AIDS AHEAD - AIDS Health Education and Advice for the Deaf

Provides information to deaf people on all aspects of HIV and AIDS including an information pack
Provides advisory, befriending, counselling and support services to deaf people with HIV/AIDS and their families Provides and promotes access for people with the deaf community to HIV/AIDS information and services.

BDA Health Promotion Service - 1-3 Worship Street, London EC2A 2AB. Tel: 0171 588 3521 (voice) or 0171 588 3529 (minicom) or 0171 588 3527 (fax).

AIDS AND HOUSING

The AIDS and Housing Project provides advice training and consultancy to encourage the management and development of accommodation which is accessible to people living with HIV/AIDS. **Livingstone House, 2nd Floor, 11 Carteret Street, SW1H 9DL. Mon - Fri 10.00am -4.30pm. Tel : 0171 222 6933**

BLACKLINERS

Blackliners is a non-profit making voluntary organisation providing care, advice and support services to Black and Asian people living with, affected by or interested in HIV/AIDS and related issues. **Eurolink Business Centre, 49 Effra Road, London, SW2 1BZ Tel: Helpline 0171 738 5274 - Admin Line: 0171 738 7468**

BODY POSITIVE

Body Positive operate a drop-in centre for people with HIV/AIDS from premises in Earls Court. It provides peer support, a safe meeting space, therapies, social activities and a grant fund for people living with HIV /AIDS. The organisation also produces a newsletter which provides up-to-date information on HIV/AIDS and services. They also operate a telephone advice line staffed by people with HIV which offers advice, support and information.

51b Philbeach Gardens, London, SW5 9EB. Tel Helpline Number 0171 373 9124, daytime Office Number 0171 835 1045. (Mon - Fri 7.00pm - 10.00pm and Sat & Sun 4.00pm to 10.00pm.)

CARA TRUST

A holistic - whole person - approach to care for all those affected by HIV/AIDS. Emotional, spiritual, pastoral support in homes and hospitals, one to one support available as long as needed, funeral planning and officiating, bereavement support. Counselling : Gestalt, Metanoia, Psycho-dynamic, available as long as needed. Complementary Therapies (available in our Centre or homes and hospitals if needed). Massage, Shiatsu, deep tissue, holistic, reflexology, Art therapy, Keep fit group work one to one. Other services, Wednesdays are women only days in our centre, Tuesdays have drop-in lunches for all those affected by HIV/AIDS. Quarterly newsletters, Training courses.
178 Lancaster Rd, London W11 1QU. Tel : 0171 792 8299

EBENEZER WELFARE CENTRE

Offers information, advice and educational facilities to refugee communities and black and ethnic minority communities more generally including information about HIV/AIDS
726 - 728 Seven Sisters Road, Tottenham, London, N15.
Tel: 0181 365 1739

ENFIELD DISABLEMENT ASSOCIATION

Provides information and advice on all aspects of disability to members and other interested people including Health and Local Authority staff.
Edmonton Portacabin, Knights Lane, Edmonton N9 0PD.
Tel : 0181 345 6611, MINICOM : 0181 345 5020

FACTS

The Foundation for AIDS Counselling, Treatment and Support offer a wide range of practical, emotional and medical support services to people affected by HIV/AIDS from their centre in Crouch End. **The centre is open seven days a week, and has a cafe lounge area. FACTS, 23-25 Weston Park, Crouch End, London, N8 9SY. Tel: 0181 348 9195**

FRIENDS OF AIDSLINE

FRIENDS OF AIDSLINE are an Enfield based Voluntary organisation who work in connection with The House, Enfield's HIV Centre. Their aim is to provide support services for people affected by HIV/AIDS and to advance public education about HIV/AIDS in Enfield. **17 Chase Side Crescent, Enfield EN2 0JA. Tel : 0181 363 2141**

IMMUNE DEVELOPMENT TRUST

Provides holistic therapies for people with HIV/AIDS at Winkfield Road Drop In (on Fridays) from their centre in Kings Cross. The Immune Development Trust also provides advice and information on holistic therapies. On-going therapeutic groups, such as yoga and healing. Therapies in the home, occasional residential retreats. **90 - 92 Islington High Street, London. N1 8EG. Tel : 0171 704 1555**

LONDON LESBIAN AND GAY SWITCHBOARD

Information, advice and support to callers. **LLGS PO Box 7324, London, N1 9QS. Tel : 0171 837 7324**

LONDON LIGHTHOUSE

From their centre in West London, and through locally based volunteers, the Lighthouse provides practical and emotional support for people with HIV/AIDS. A variety of classes and other services are provided at the centre along with day care and inpatient services. **Address: 111 - 117 Lancaster Road, London, W11 1QT. Tel: 0171 792 1200**

PACE

Provide a crisis and on-going counselling service for lesbians and gay men, including those affected by HIV. Counselling for those physically restricted by HIV/AIDS may be offered at home or in hospital. They also undertake training and community education on HIV/AIDS and related issues (including free training for voluntary sector in North Thames Region) and undertake HIV prevention and safer sex work aimed at the lesbian and gay community. Services also offered to men with learning difficulties who have sex with men.
34 Hartham Road, London, N7 9JL. Tel : 0171 700 1323

POSITIVE CARE LINK

The support provided includes: African meals in your home, African meals in hospital, home and hospital visiting and support, information in appropriate African languages interpretation and translation, refer clients to appropriate statutory and voluntary sector services, Telephone advice line,
St Margaret's House, 21 Old Ford Road, London, E2 9PL.
Tel: 0181 983 1424.

POSITIVELY WOMEN

From our centre near The Angel, Positively Women provides practical and emotional support services for women with HIV/AIDS ranging from support groups and one-to-one counselling to holistic therapies and social events. Sessions are also provided on TT / Coleridge Ward at North Middlesex Hospital. Our direct service staff are HIV+ and therefore uniquely able to offer emotional support and practical help as they too are living with HIV/AIDS. **347-349 City Road, London EC1V 1LR. Tel : 0171 713 0222**

THE RED ADMIRAL PROJECT

Provides a free, specialist counselling service for anyone affected by HIV/AIDS including partners, family members and friends. A team of professional counsellors offers one-to-one, couple and family counselling seven days and five evenings a week from a small off-street centre in Earls Court.) **Address : 51a Philbeach Gardens, London SW5 9EB**
For an appointment telephone : **0171 835 1495 (Monday to Friday 10am to 6pm).**

SOMALI COMMUNITY AND CULTURAL ASSOCIATION

This service offers practical support services to the Somali community living in Haringey. **Address : Selby Centre, Selby Road, London N17 8JL. Tel : 0181 885 1307**

STONEWALL HOUSING ASSOCIATION

Offers advice and specialist housing for young lesbians and gay men, prioritising people with HIV or AIDS. For more information contact: **2a Leeroy Business Centre, 436 Essex Road, Islington, N1 3QP. Tel: 0171 359 5767**

STRUTTON HOUSING ASSOCIATION

London-wide organisation, offers specialist housing in Haringey for people living with HIV/AIDS. Nominations through Local Authority Housing Department.
73 Collier St, London, N1 9JU. Tel: 0171 837 0010, Fax: 0171 278 9067 . Helpline : 0800 10 60 71

THE TERRENCE HIGGINS TRUST

Buddy and Helpercell services - a trained volunteer service offering practical and emotional support for people living with AIDS. A registered charity to inform, advise and help on AIDS and HIV infection. **The Terrence Higgins Trust, 52-54 Gray's Inn Road, London, WC1X 8JV. Tel: 0171 831 0330, Fax: 0171 242 0121, Helpline: 0171 242 1010**

UGANDAN COMMUNITY RELIEF ASSOCIATION

UCRA seeks to advance the welfare of Ugandans living in the UK., offering individual casework, advice and assistance.

UCRA's Health Project aims to prevent the spread of HIV/AIDS through awareness and education while also providing support to those affected by HIV. Services provided include:- drop-in services, support groups, hospital/home visits, translation, advice and information on medical, social and community services. **Nankunda Katangaza - Health Project Worker. Selby Centre, Selby Road, London N17 8JN. Tel: 0181 808 6221, Fax: 0181 880 3988**

WAMP

Provides a wide range of services for women including counselling, pregnancy testing, advice and information and a drop in cafe.
Address: 40 Turnpike Lane, London, N8
Tel: 0181 888 2782 - HIV Advice Line. Fax: 0181 365 8157.

NATIONAL AIDS HELPLINE

National AIDS Helpline is free of charge and provides advice, and information on HIV/AIDS, it is open 24hrs seven days a week.
Tel : 0800 567 123

The following lines are open 24hrs seven days a week and offer a dial and listen service.

Bengali	**Tel : 0800 622 501**
Hindi	**Tel : 0800 622 502**
Gujerati	**Tel : 0800 622 503**
Punjabi	**Tel : 0800 622 504**
Urdu	**Tel : 0800 622 505**
Cantonese	**Tel : 0800 622 506**
Arabic	**Tel : 0800 622 509**
English	**Tel : 0800 622 507**

If you want to talk to someone there is a service available in the following languages:
Cantonese on Tuesday evenings 6pm to 10pm **Tel : 0800 282 446.** Arabic, Punjabi, Bengali, Hindi, Urdu and Gujerati Wednesday evenings 6pm to 10pm. **Tel : 0800 282 447.**

PEOPLE WITH HEARING DISABILITIES

(VISTEL) 10am to 10pm. Seven days a week. **Tel : 0800 521 361**

FEEDBACK AND COMPLAINTS

If you wish to comment on local services or wish to make a complaint :

1. Contact the manager of the service you wish to comment or complain about :- every service will have it's own complaints procedure.

2. If you are dissatisfied or want help/support in making a complaint you can contact the HIV Service User Advocate at the FACTS Centre or the Enfield Disablement Association's HIV Project Worker.

3. If you are unhappy with how your comments/complaint has been handled by a service provider you should contact Pete Sutton, Lead Officer Disabilities/HIV for local Health Services, Tricia Johnson, Team Manager, Haringey Council Services or Eni Bankole-Race for Enfield Council Services.

4. Service Users are invited to participate in the planning of services and regular consultative meetings are held. General comments on services provided or needed can be raised in person at these meetings - details from any of the above.